



# MIAMI BEACH

City of Miami Beach, 1700 Convention Center Drive, Miami Beach, FL 33139, [www.miamibeachfl.gov](http://www.miamibeachfl.gov)

OFFICE OF COMMUNICATIONS, Nannette Rodriguez  
Tel: 305.673.7575, Fax: 786.394.4149, E-mail: [nrodriguez@miamibeachfl.gov](mailto:nrodriguez@miamibeachfl.gov)

## PRESS RELEASE

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### **Got Questions? Miami Beach Has the Answers** *-- City Launches a New Web-based Customer Support Center --*

**Miami Beach, FL** – The City of Miami Beach continues its trendsetting streak with 21<sup>st</sup> century technology to service its residential, business and tourism communities. In addition to launching a free citywide WiFi service last year, the City unveils a new online customer support center on Monday, April 12.

“The older application we were using had limited capabilities,” said Miami Beach City Manager Jorge Gonzalez. “We believe this new enhanced service request system will better serve our internal and external customers providing them access to information 24/7.”

Residents, businesses and visitors can get answers to frequently asked questions, request services and even express concerns in this new online center. Available are answers with an extensive knowledge base of the most common questions asked of the different City departments. If the question is not listed, visitors to the page can submit it for inclusion.

The service center allows the public to submit a service request, such as report a streetlight out or request a pothole to be filled. The service center then captures, routes, manages, searches and reports on all service requests submitted. Both the user and the City administration have the capability to access and track the service request and its status. The new system uses a tracking number for each inquiry or complaint, allowing the user to follow-up on his or her submission.

There is also a support function. The FAQ section provides answers to users’ questions prior to their placing a request. This enhanced feature will let City staff know about the most frequently requested services and most commonly asked questions, which will in turn increase service efficiency, customer service and satisfaction.

The new system will also integrate or interface with the City's other computer systems. An iPhone application is also being explored, which will allow users to use the new system from their mobile devices.

The new information/service request program by WebQA will replace the previous system, Better Place. WebQA is one of the country's leading providers of customer relationship management systems.

The "Service Request" center is available throughout the City's website at [www.miamibeachfl.gov](http://www.miamibeachfl.gov) or <http://web.miamibeachfl.gov/residentsportal/csc.aspx>.

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